

Let's talk about your
rights under the
Consumer Protection Act

We have got your back!
Talk to us. We just might
be able to help.



Consumer Affairs Commission

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Who We Are & What We Do



The Consumer Affairs Commission is an agency of the Ministry of Industry, Investment and Commerce. Its primary aim is to enlighten Jamaican consumers about their rights and responsibilities and to equip them with the requisite information to cope in the ever changing global environment.

The work of the Commission is three-pronged. We provide **consumer education**, **complaint resolution** and **market research services**.

We educate



The Commission disseminates information to consumers through the print and electronic media and through new and emerging technologies. Our education programme also involves face to face contact with consumers through participation in conferences, expositions, community club meetings, school meetings and all other social gatherings that lend themselves to interaction with consumers.



We resolve complaints speedily

The Consumer Affairs Commission has an efficient complaints resolution arm which boasts an excellent resolution rate. We provide advice too for both consumers and vendors.



We engage in market research

The Agency publishes market survey findings on a monthly basis in a publication known as **CONSUMER ALERT**. Findings of our surveys are also available on our website.

